

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. I had a provider in 2000. I recieved a bill for over 800.00. I kept track of all my min. half the time I couldnt get service. My husband and I were over the road drivers and if I got a bill while we were out on the road, it not being paid until 3 or 4 days later by midnight the date due it was off. No notice. NOTHING. After I recieved the last bill from them I refused to pay it. I never in my life ran up a phone bill that high. I was responsible and knew I hadnt even used one half of our min. A couple of years later another company had bought out our old company. I recieved a letter stating that I was wrongly billed and they would dismiss any claims from my credit report. What is they hadnt been bought out? I will never ever own another cell phone. If someone wants me that bad catch me at home!

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,
Donna Eastmond